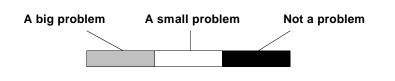
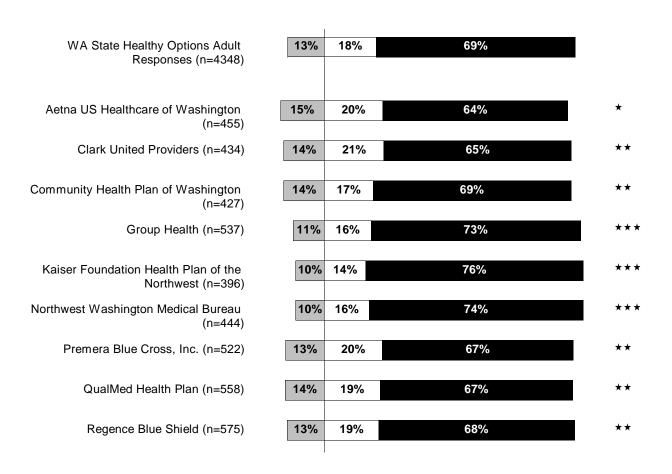
This chart summarizes the responses to survey questions 7, 12, 26, and 27 contained in the composite, "Getting Needed Care." Individual question-level responses immediately follow.

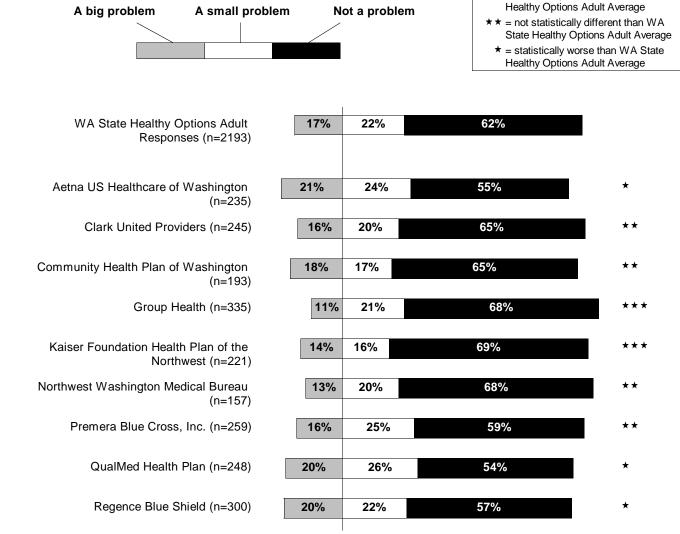


- ★★★ = statistically better than WA State Healthy Options Adult Average
- ★★ = not statistically different than WA State Healthy Options Adult Average
  - ★ = statistically worse than WA State Healthy Options Adult Average

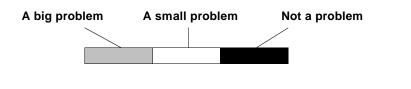


Q7. "With the choices your health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?"

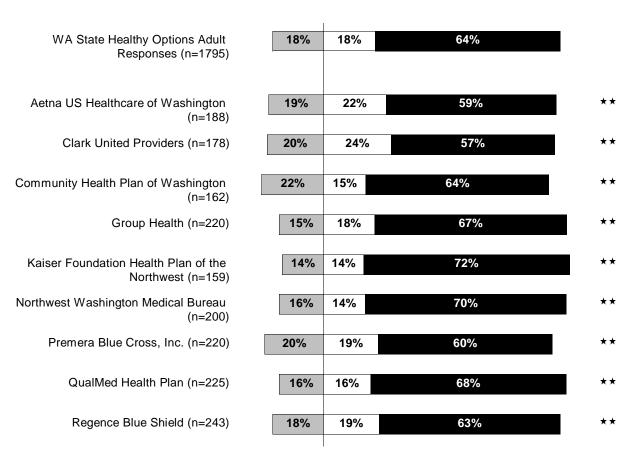
\* \* \* = statistically better than WA State



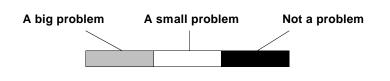
Q12. "In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that you needed to see?"



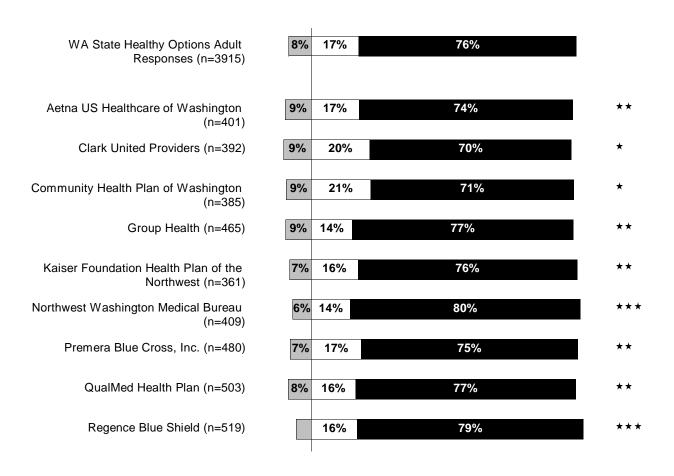
- ★★★ = statistically better than WA State Healthy Options Adult Average
- ★★ = not statistically different than WA State Healthy Options Adult Average
  - ★ = statistically worse than WA State Healthy Options Adult Average



Q26. "In the last 6 months, how much of a problem, if any, was it to get the care you or a doctor believed necessary?"



- ★★★ = statistically better than WA State Healthy Options Adult Average
- ★★ = not statistically different than WA State Healthy Options Adult Average
  - ★ = statistically worse than WA State Healthy Options Adult Average



A big problem

Kaiser Foundation Health Plan of the

Northwest Washington Medical Bureau

Premera Blue Cross, Inc. (n=474)

QualMed Health Plan (n=498)

Regence Blue Shield (n=512)

Northwest (n=363)

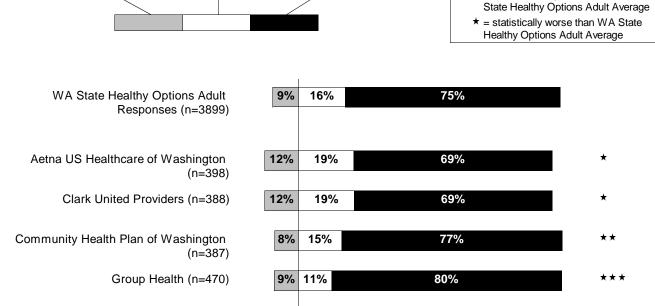
(n=409)

### **Getting Needed Care**

A small problem

Q27. "In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan?"

Not a problem



11%

14%

19%

19%

17%

10%

11%

9%

85%

80%

71%

69%

74%

NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Results are case-mix adjusted. To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar. Please see the detailed methodology appendix for additional information. Statistical tests are calculated on the case-mix adjusted scores, not the frequency distribution of the unadjusted responses.

★★★ = statistically better than WA State Healthy Options Adult Average

★★ = not statistically different than WA